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47161

B.H.M. I Semester (NEP) Degree Examination, March/April - 2022

HOTEL MANAGEMENT

Paper No. A0210 - Front Office

Time : 3 Hours

Maximum Marks :60

SECTION - A

1. Answer **any ten** of the following questions. Each question carries **1** mark. **10x1=10**

- (a) What is No-show ?
- (b) What is 'Scanty Baggage' ?
- (c) Expand FHRAI.
- (d) Who is a 'skipper' ?
- (e) What is crib rate ?
- (f) What is AP ?
- (g) Who is a walk in guest ?
- (h) What is floor limit ?
- (i) What is a penthouse ?
- (j) What is FIT ?

SECTION - B

Answer **any four** of the following.

4x5=20

2. Explain the different sources of reservation.
3. Explain the duties and responsibilities of reservation assistance.
4. Explain the characteristics of hospitality industry.
5. Draw the format of Room Status Report.
6. Discuss the Front Office equipments.
7. Explain scanty baggage process.



P.T.O.

SECTION - C

Answer **any three** of the following.

3x10=30

8. Explain the classification of Hotels.
9. Define Hotel. Explain the types of room in the hotel.
10. How important price in hotels ? Explain the different types of room rates in a hotel.
11. Explain the phases of Guest cycle.
12. Explain the different types of plan in hotels and role of front office with other co-ordinating departments in the hotel.

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